hp StorageWorks Business Copy EVA/MA/EMA v2.2.1 Server Patch

The HP StorageWorks "Business Copy (BC) for enterprise virtual array (EVA), modular array (MA), and enterprise modular array (EMA)" is the new name for the "Enterprise Volume Manager (EVM)" software. This document describes procedures for downloading and installing the BC server patch as well as summarizes features and characteristics of the BC server patch.

For the latest version of these Release Notes and other Business Copy documentation, access the HP storage web site at: http://www.hp.com/country/us/eng/prodserv/storage.html.

About this document

This section describes the content reflected in this document, including:

- Release Notes information, page 3
- Intended audience, page 3
- Other Business Copy documentation, page 3

Release Notes information

These Release Notes cover the following major topics:

- Issues addressed in this patch, page 4
- Server patch installation overview, page 5

Intended audience

This document is intended for customers who are running BC v2.2, and for HP authorized service providers responsible for installing, configuring, and maintaining systems that include BC software.

Other Business Copy documentation

The *HP StorageWorks Business Copy EVA/MA/EMA 2.2.1 Server Patch Release Notes* is the only available documentation supporting the BC Server Patch.

The following documentation is available for BC 2.2 support:

- Online Help/User Guide (accessible via the Web browser interface)
- *HP StorageWorks Business Copy EVA/MA/EMA v2.2 Network Administration Guide[1] (T3032-96102).*

Additional documentation, including white papers and best practices documents, are available via the HP web site at: http://www.hp.com.

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1. Hereafter referred to as BC Network Administration Guide.

Issues addressed in this patch

This section addresses issues corrected with the BC server patch. Issues addressed include the following topics:

■ Jobs that create snapclone BCVs fail when immediately rerun, page 4

■ Jobs that mount multiple raw BCVs on the same host are not successful, page 4

Note: Installation of the BC server patch may not be necessary if the below conditions are not present.

Jobs that create snapclone BCVs fail when immediately rerun

Description: BC jobs that create a snapclone may fail when rerun immediately after the job is undone. This can happen when the array, in response to a BC undo operation, has started but not completed deletion of the snapclone by the time the job is rerun.

Error: The BC job may fail with the following error: "`Vdisk name already in use`".

Applies: This applies to all BC snapclone operations on EVA storage.

Resolution/ Workaround: BC now waits until a snapclone is fully deleted from the array before completing the job undo operation. This prevents the job from being rerun until the snapclones are fully deleted.

Jobs that mount multiple raw BCVs on the same host are not successful

Description: Jobs that mount multiple raw BCVs on the same host appear to run to completion, but not all of the raw devices are avilable on the host. This occurs when the BC server incorrectly consolidates the multiple mount processes into a single raw mount operation.

Applies: Raw "mounts" of EVA, MA, or EMA storage on all host types.

Resolution/ Workaround: The BC server now issues one raw mount request per BCV.

Server patch installation overview

Complete the following procedures to download and install BC server patch.

- Verify BC server version, page 5
- Downloading the patch, page 5
- Creating a CD-ROM, page 6
- Preparing the patch installation, page 6
- Saving the BC network configuration and jobs, page 8
- Installing the patch, page 8

Verify BC server version

This patch can be applied only to version 2.2. Before proceeding:

1. Browse to the BC GUI.

2. Click **Help > About Business Copy**.

   If the version is not 2.2, do not install the patch.

Downloading the patch

The BC Windows patch is only available by download from the Business Copy product website. The HP StorageWorks Business Copy EVA/MA/EMA 2.2.1 - Patch download file contains patches for the BC Server, BC Host Agent for Windows, and BC Host Agent for HP-UX.

1. Visit http://h18000.www1.hp.com/products/storage/software/bizcopyeva/index.html.

2. Click **software and drivers**.

3. Under **tasks for your selected product:**, click **download drivers and software**.

4. Click **Business Copy Upgrade UI EVA 2.2 Med/Doc Kit**. A list of supported operating systems appears.

5. Click the desired operating system from the list provided.

Note: The BC server patch may be applicable to all supported operating systems.

6. Click the **download** button for **HP StorageWorks Business Copy EVA/MA/EMA 2.2.1 - Patch**.

Creating a CD-ROM

After downloading the file, HP recommends backing up the file to CD-ROMs. These CD-ROMs can also be used for installation of the BC server patch. The CD-ROMs can be kept in one or more locations in order to perform future BC installations without having to re-download the file.

HP recommends making the following CD-ROMs.

■ One for archival

■ One to keep with the SMA containing the BC server software

To make a CD-ROM backup:

1. Extract the individual files from the download file

2. Create a CD-ROM containing the download file and extracted files.

   Burn the installation file (bc_221_server_patch.exe) at the root level of the CD-ROM.

3. Label each CD-ROM with the month and year. For example:

   "Business Copy v2.2.1—February 2004."

To use the CD-ROM for installation purposes, place the newly created CD-ROM in the SMA CD drive. The CD-ROM is now ready and the product software is positioned for installation.

Preparing the patch installation

Determine the installation option you plan to use: CD-ROM, FTP, or Local Disk.

■ CD-ROM. Follow the procedure "Creating a CD-ROM" on page 6, then go to "Coordinating Business Copy update activities" on page 8.

■ FTP. Follow the procedure "Preparing for an FTP installation" on page 7

■ Local Disk. Follow the procedure "Preparing the Local Disk installation" on page 7

Preparing for an FTP installation

If you are using the FTP option to install the patch, prepare using the following step:

1. If the FTP server allows anonymous access, go to the next step.

   If the FTP server does not accept anonymous access, contact your system administrator to obtain a username and password for use with the FTP option.

2. Create a download folder on the FTP server for the BC patch SWP file.

3. Copy the *BC_221_server_patch.swp* file to the folder created in step 2.

Before starting the installation, go to "Coordinating Business Copy update activities" on page 8.

Preparing the Local Disk installation

If you are using the Local Disk option to install the patch, prepare using the following steps:

1. Copy the *BC_221_server_patch.swp* file to a network share that is accessible from the SMA.

2. Open a Microsoft Terminal Services session to connect and log in to the SMA.

Note: If Terminal Services is not available, temporarily connect a monitor, mouse, and keyboard to the SMA to complete this procedure.

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3. From the SMA, connect to the network share that contains the *BC_221_server_patch.swp* file.

4. Copy the *BC_221_server_patch.swp* file to the following SMA directory:

   ■ If SMA software v2.0 SP1a is installed, copy to
     `C:\COMPAQ\SWPInstallKits`.

   ■ If SMA software v2.1 is installed, copy to `C:\swpinstallkits`.

5. Disconnect from the share drive.

6. Log out of the Terminal Services session and disconnect the monitor, mouse, and keyboard.

Before starting the installation, go to "Coordinating Business Copy update activities" on page 8.

Coordinating Business Copy update activities

Installing the BC server patch requires that you stop the BC server application (service) on the SMA. Before installing ensure that:

- BC server installation activities have been coordinated with BC users.
- No BC jobs are running or "undoing" or are scheduled to run or "undo" during the patch installation

> ⚠ **Caution:** If not properly planned and coordinated, updating the BC server can result in reduced operational capabilities and failure of BC jobs.

Saving the BC network configuration and jobs

Before installing save the BC configuration and jobs to a BC-enabled host. If necessary, see the BC Online Help and User Guide.

Installing the patch

Install the BC server software using the following procedure:

> **Note:** The average time to install this product is approximately 5 minutes.

1. Close all browser windows, Microsoft Management Console (MMC) sessions, Terminal Services sessions, and Java applets that are open to and on the SMA.
2. From a client computer, launch a Web browser and browse to the SMA.
3. Log in to the SMA.
4. Click **Settings**>**Manage Tools**. The **Manage Tools** page displays.
5. Select **Business Copy**, then click **Stop** to stop the BC server application (service).
6. Click **Maintenance**>**Install Software**. The Installation Wizard page displays.
7. Click **Next** (at the bottom of the wizard page)
8. Choose the installation option, then click **Next**.

CD-ROM   a. Click **Next** at the bottom of the page.

      b.   Choose **BC 221 Server Patch** from the drop-down list.

Continue with .

FTP server   a.   Type, or accept, the following information to establish an FTP connection with the SMA. All entries are case-sensitive.

       — For **FTP server name**, type the fully-qualified domain name of the FTP server on which the *BC_221_server_patch.swp* file is located (or enter the IP address of the server).

       — For **Full File Path**, type the default path of the download folder and the *BC_221_server_patch.swp* file name in the text box.

         For example: `/<download_folder_path>/`
         `BC_221_server_patch.swp`

       — For **User name**, accept the default of `anonymous`.

         If the FTP server does not accept anonymous access, type the username and password in the respective fields.

      b.   Click **Next**.

      c.   Choose **BC 221 Server Patch** from the drop-down list.

Continue with .

Local Disk on the SMA   a.   Choose **BC 221 Server Patch** from the drop-down list.

Note: If the BC 221 Server Patch name does not display in the drop-down list, verify that the *BC_221_server_patch.swp* file is located in correct directory. See "Preparing the Local Disk installation" on page 7

Continue with .

9. Click **Next** to initiate the installation.

    The display states:

    `Installation is in progress.`

    After approximately 5 minutes, the display states:

    `Installation is complete.`

    `StorageWorks Business Copy - Installation Complete.`

10. Click **Finish**.

11. Navigate to the **Tools** page. If Business copy is displayed, the patch has been successfully installed.